

eMACS Marketplace FAQ

November 2019

	Question	Answer
1.	How does the State of Montana save money with the contracts in <i>eMACS Marketplace</i> ?	Statewide contracts, also known as term contracts, use statewide and, at times, nationwide volume buying power to help the State receive the best pricing possible. Exclusive contracts save the State even more, as the exclusive contractors know they will receive all State agency purchases and offer deeper discounts because of this. To see the discounts realized in our exclusive contracts, contact the State Procurement Bureau and request the Exclusive Contracts Pricing Comparison spreadsheet, which shows pricing for the top ten most frequently purchased items.
2.	What is an <i>exclusive</i> contract, and why do I have to use it?	<p>Exclusive contracts are established with the premise that bulk purchases will drive prices down for commonly purchased items. Users are required to purchase off exclusive statewide contracts. In the eMACS Marketplace, for user convenience, the shopping catalogs are separated into two groups, exclusive and non-exclusive.</p> <p>The exception is explained in Question 3.</p>
3.	What if I find the exact same item at a cheaper cost?	If you can purchase an item for a lesser value under the same exact terms and conditions as the exclusive contract (e.g., warranty, freight, order minimums), you are permitted to purchase this item from another contractor. Documentation must be kept with your Pcard. Be aware documentation may be requested by the State Procurement Bureau and/or Legislative Auditors.
4.	My credit card information is missing from my eMACS profile, why and how do I correct this?	<p>Although Pcard information can be added each time an order is placed, it is recommended users enter this information into their eMACS User Profile where it is securely stored. Once the information is added, eMACS does not remove it for any reason.</p> <p>Instructions on adding Pcard information can be found in Section 8-USER PROFILES, in the manual, ACCESSING EMACS, New User Guide to Accessing eMACS, found at http://emacs.mt.gov/Accessing-eMACS.</p>
5.	I cannot enter credit card information under my profile?	<p>All users can access the Payment Options section in their eMACS User Profile where Pcard information is entered, however, only users assigned the Buyer role have access to the fields needed to enter the information.</p> <p>Users can view the roles assigned to them by accessing their eMACS User Profile, then clicking on User Roles and Access > Assigned Roles.</p>

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6.	I didn't receive a receipt from a contractor. How can I get a copy?	<p>After an order is placed, all contractors email an order confirmation to the creator of the shopping cart using the email address in the user's eMACS Profile. Then, once the order is shipped, the contractor emails an order receipt.</p> <p>If you do not receive an order confirmation or receipt, contact the contractor directly.</p> <p>Grainger Orders: For a copy of your invoice contact Customer Service at 1-800-GRAINGER with your Grainger order confirmation number found on the Grainger email order confirmation.</p>
7.	How do I change my shipping address?	<p>Users cannot change Ship To addresses themselves. Ship To addresses are entered and maintained by the eMACS Support Unit. Users then select the applicable address from a predefined address list.</p> <p>If new addresses are needed or changes to an address must be made, contact the eMACS Support Help Desk, emacs@mt.gov.</p>
8.	How do I add a user as a buyer/shopper?	Users are not able to add others as a Buyer or Shopper. Contact the eMACS Support Unit for assistance, emacs@mt.gov .
9.	How do I view my user purchase history?	<p>Two options are available in eMACS:</p> <ul style="list-style-type: none"> ○ eMACS Marketplace > My Carts and Orders > View My Orders (Last 90 Days); or ○ Orders > My Orders > Select My Purchase Orders. Use additional filter options on search results.
10.	Why are there duplicate items in my cart?	<p>Until a shopping cart is successfully submitted, items can be added to it.</p> <p>Duplicate items can be removed once the shopping cart is back in eMACS.</p>
11.	The system will not allow me to place my order. Why?	<p>Common reasons why an order cannot be placed could be:</p> <ul style="list-style-type: none"> ○ Required fields in all sections of the requisition, i.e., Ship To / Bill To addresses, are incomplete; ○ Pcard information has not been completely entered if the user is a Buyer, or ○ Pcard expiration date has expired.
12.	Why was my cart returned to me?	<p>If assigned to a Buyer, the Buyer could have returned the cart back to you.</p> <p>If submitted by a Buyer, the cart could be missing required credit card information.</p> <p>This information is sent to users via system-generated email.</p>

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13.	The person I need to assign my cart to does not display in the search results?	Users must be registered in eMACS and be assigned the correct role. Users will need to contact emacs@mt.gov for assistance.
14.	Why does a "default" assigner appear when I attempt to assign my cart?	A default user has been set up in the user's profile. This default user can be changed by the profile owner.
15.	Why aren't certain items available from vendors in eMACS?	Items available are based on contract terms and conditions. Contact the State Procurement Bureau for information. For example, office furniture cannot be purchased on the office supply contracts.
16.	How do I know the vendor has received my order?	Users will receive an email order confirmation from the contractor as soon as an order is received, and items are sourced.
17.	How do I check the status of my order?	Users can refer to the order confirmation email that contains contact information about the order they placed.
18.	Why has the price changed on an item that I had previously ordered?	Pricing is based on the contract language that appears in the Contractor's signed contract. Questions should be directed to the Contract Manager on the contract.
19.	I have entered a Return Request with the vendor and have received my credit memo that has been applied to my Pcard. The returned merchandise has not been picked up by the vendor yet, what do I do?	Contact the contractor for more information.
20.	We have a Primary and Backup Buyers in our office. Can they see each other's orders?	No. Buyers can see only the orders they have placed.
21.	How do I save my cart/items for future purchases?	It is recommended that users create favorite lists within the catalog.